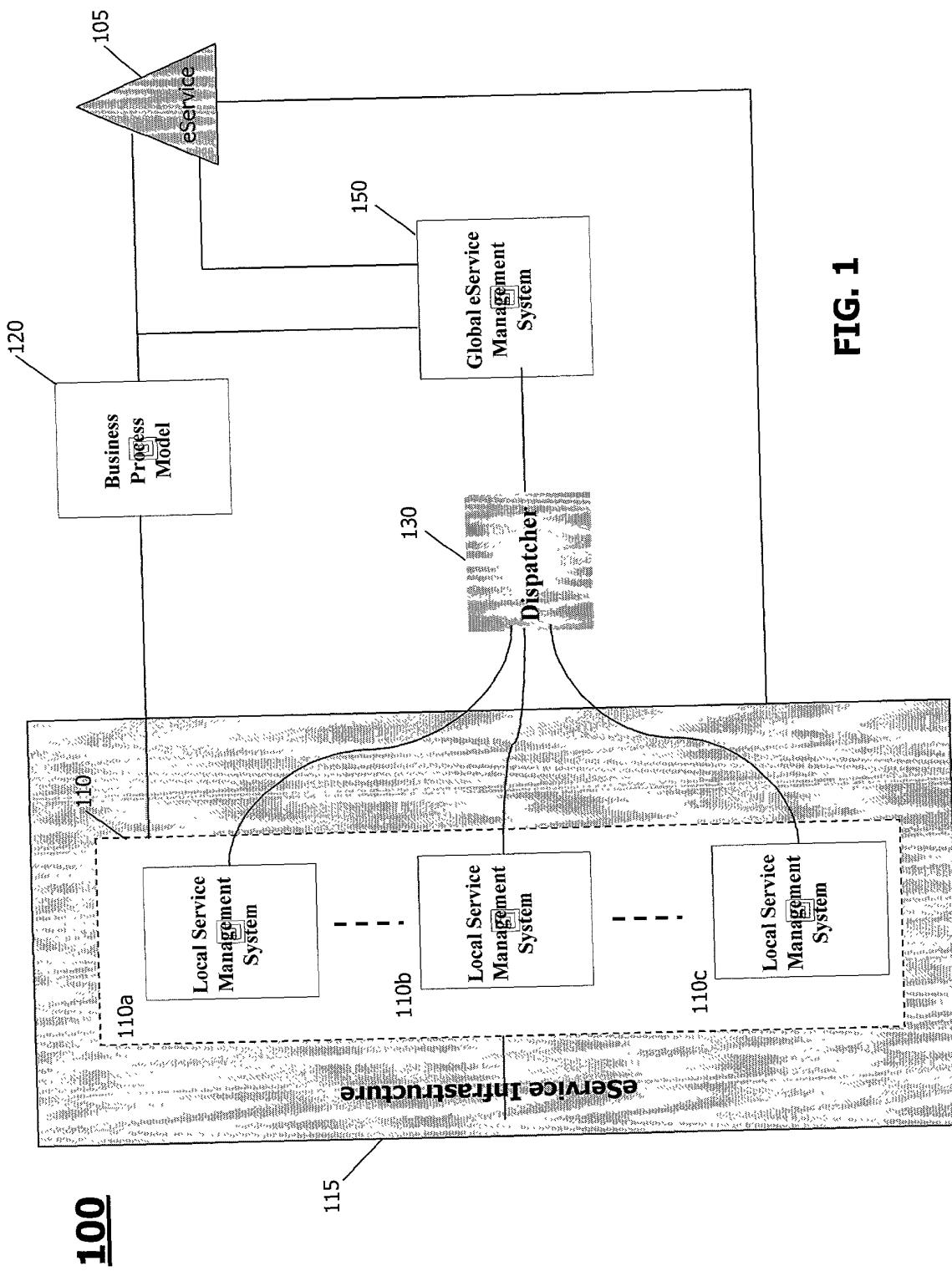


FIG. 1



Global eService Management System

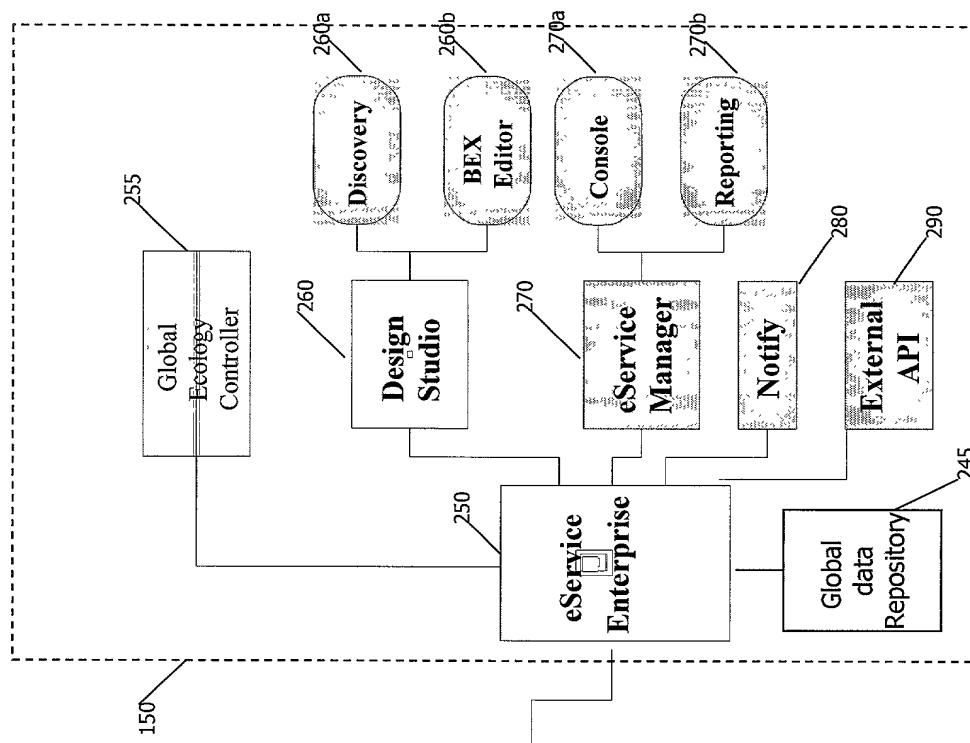


FIG. 2

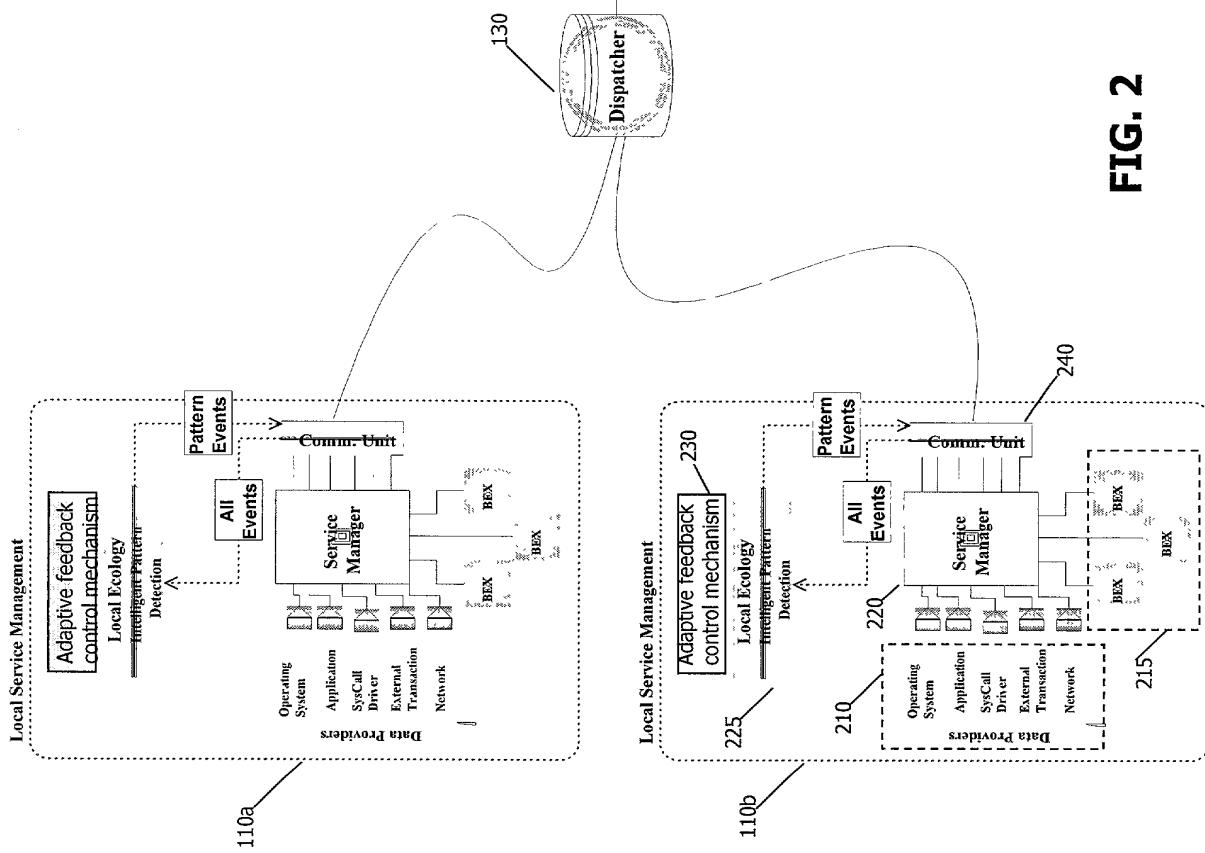


FIG. 3

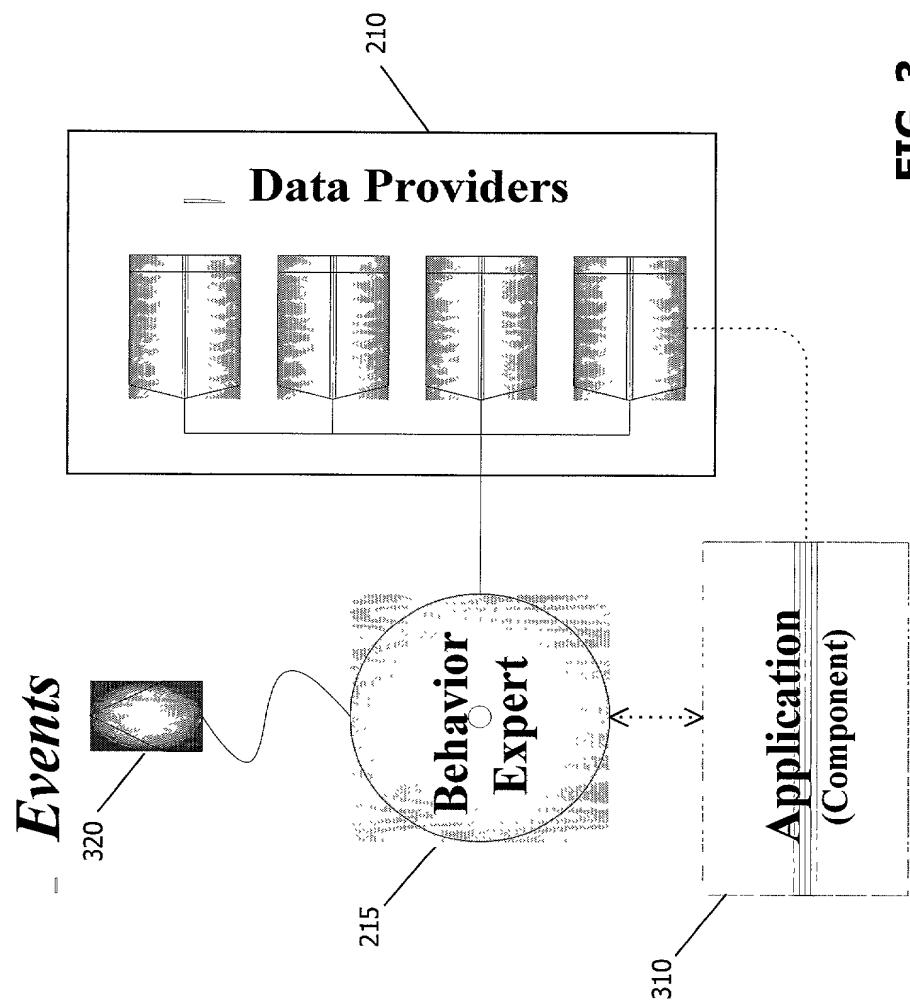


FIG. 4

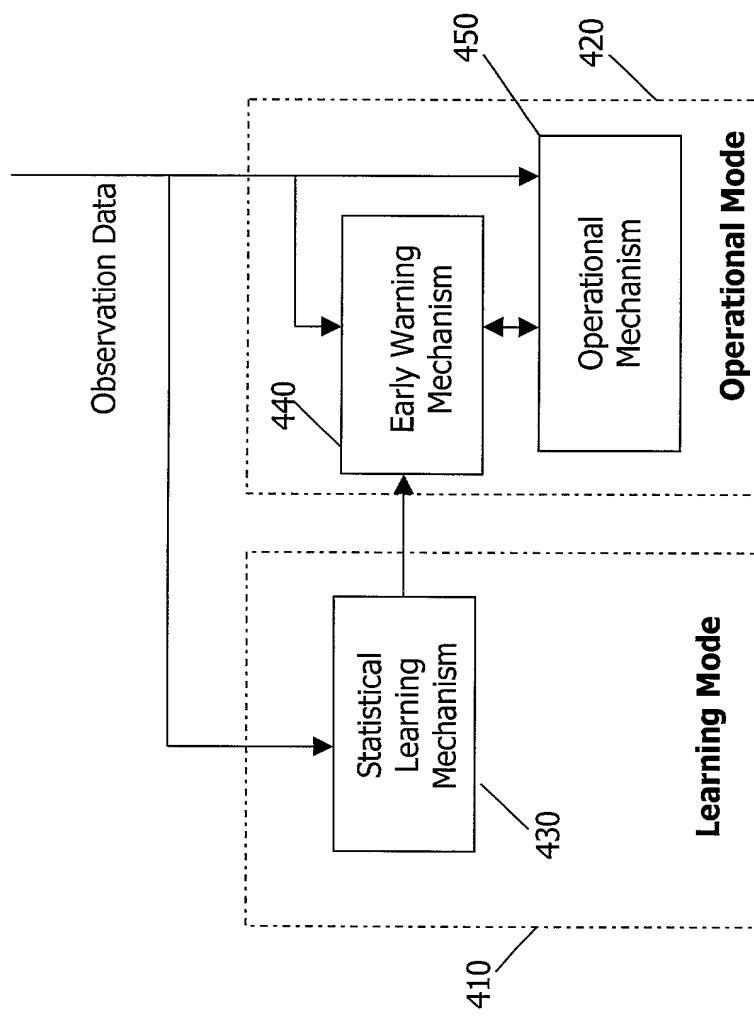
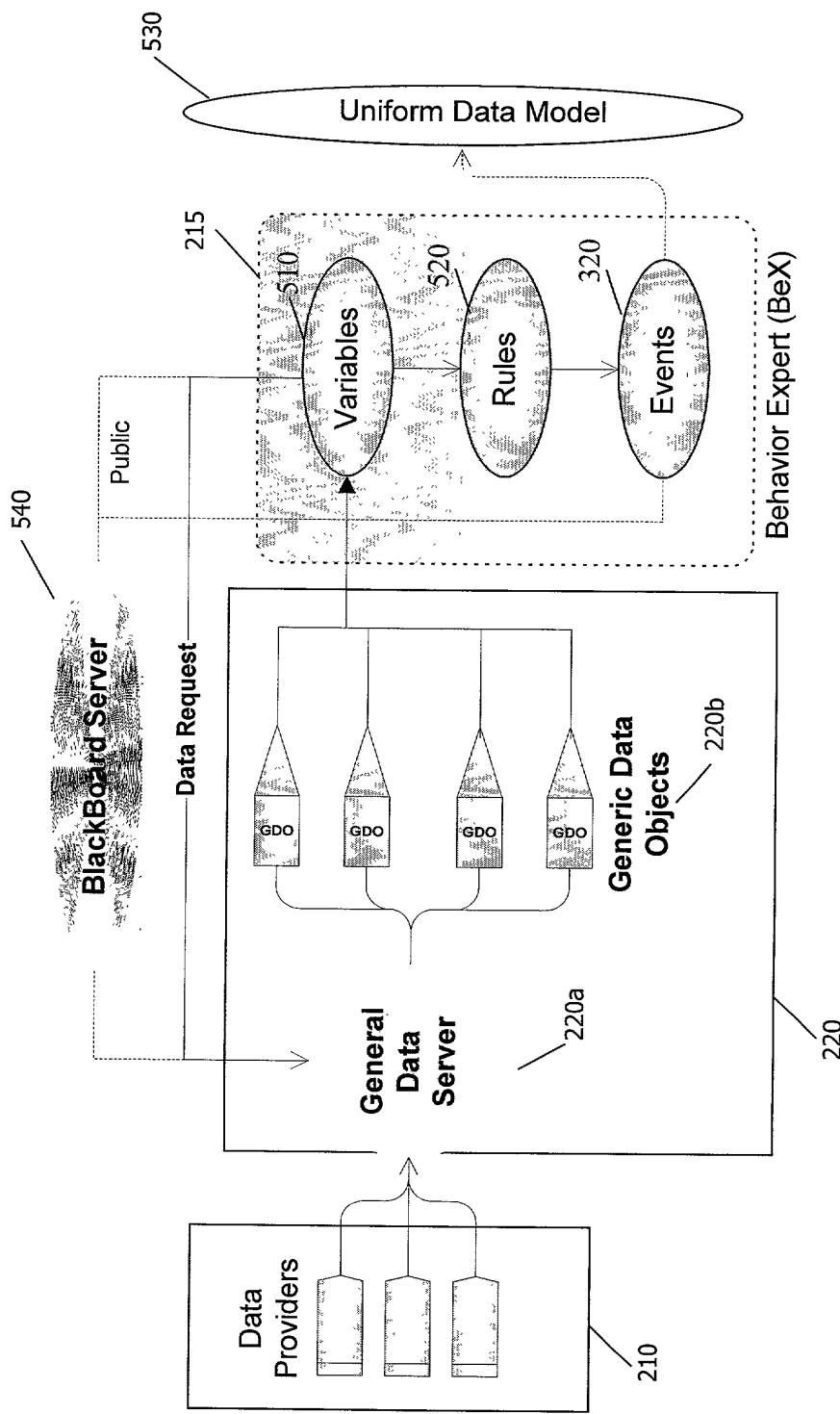


FIG. 5



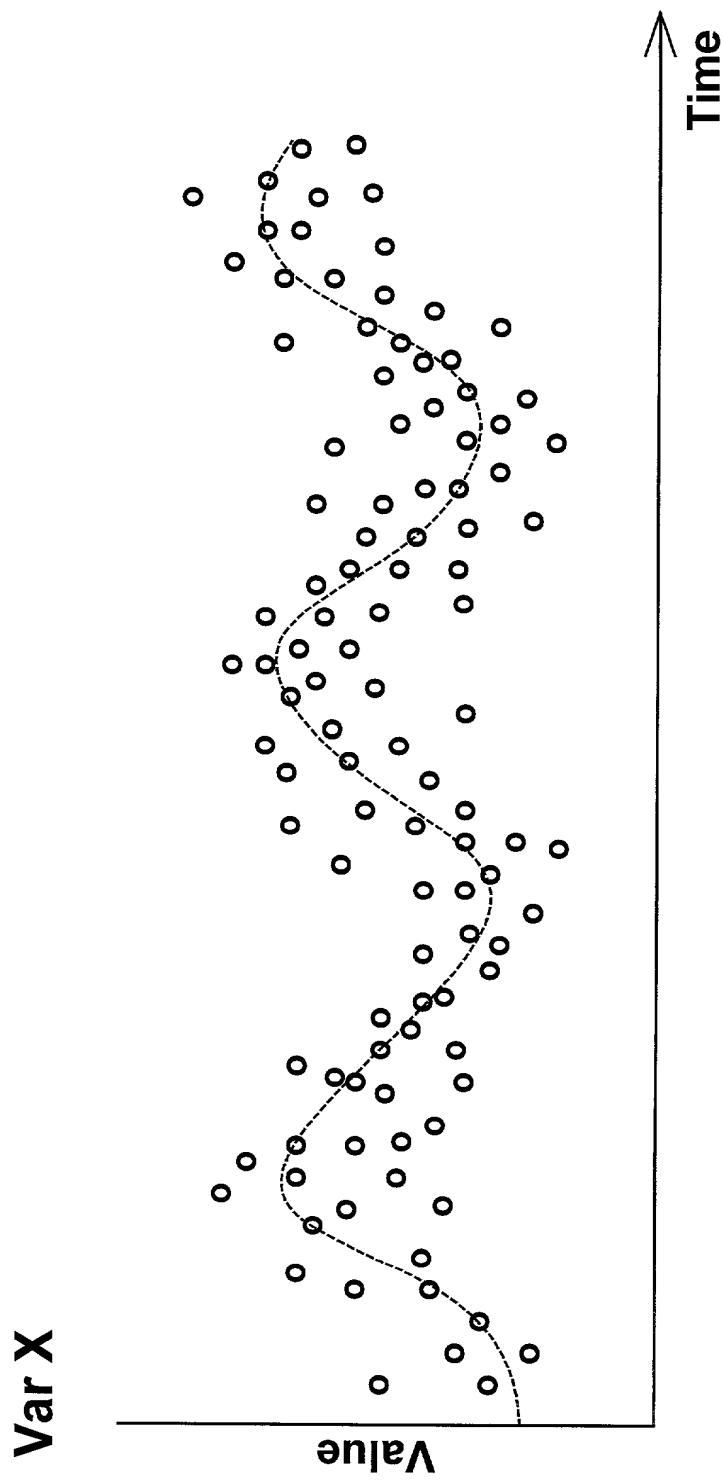


FIG. 6

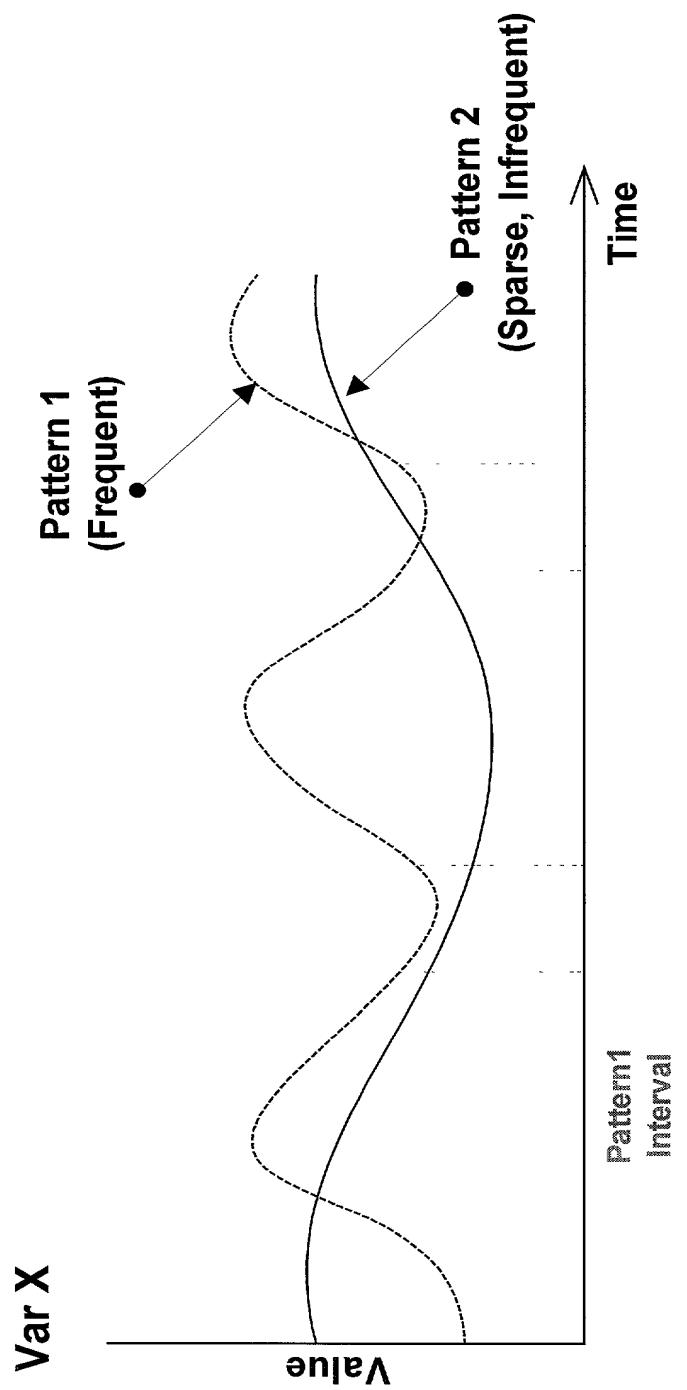


FIG. 7

FIG. 8

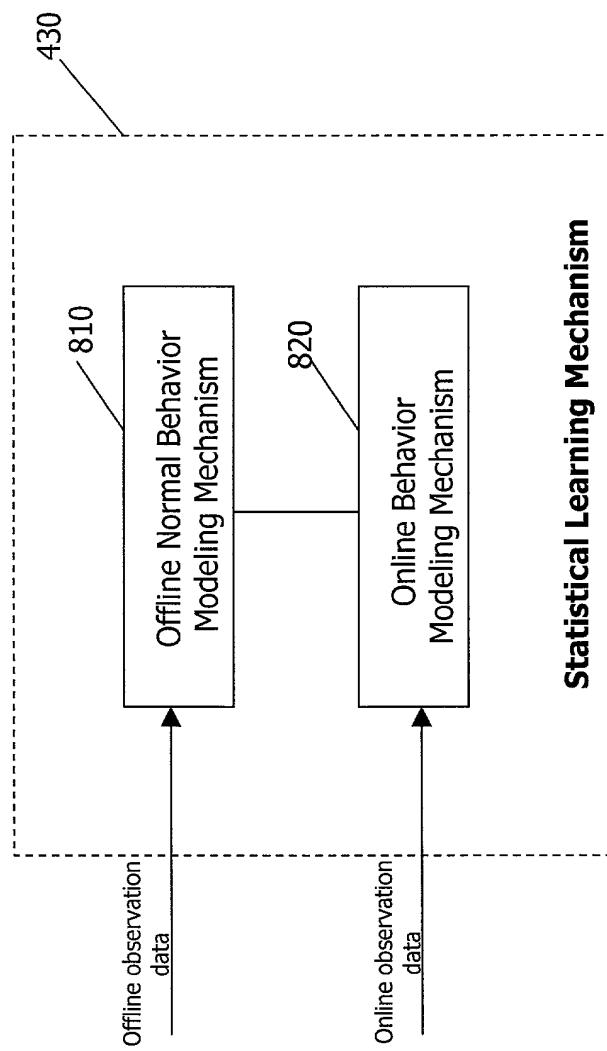


FIG. 9

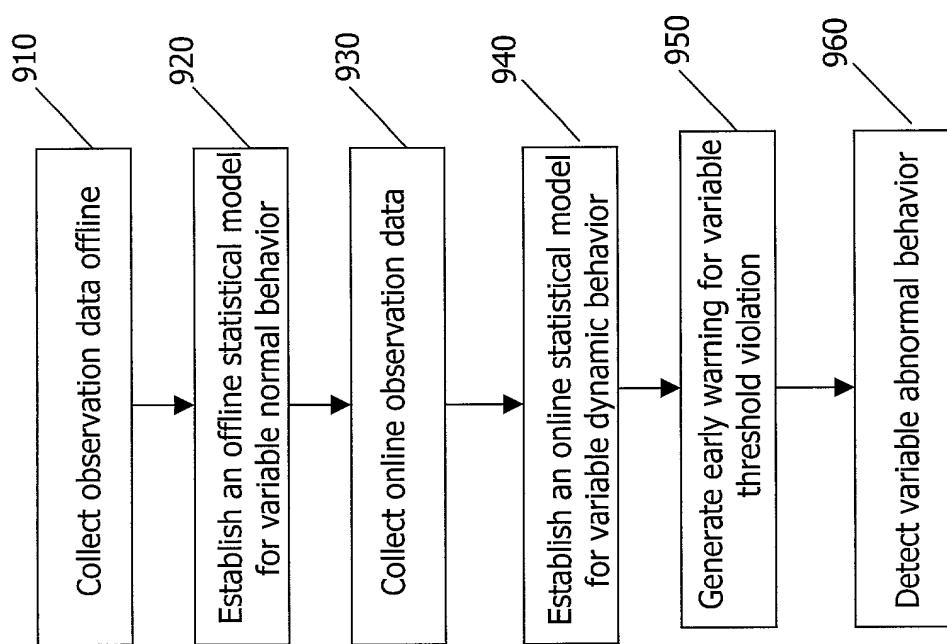


FIG. 10

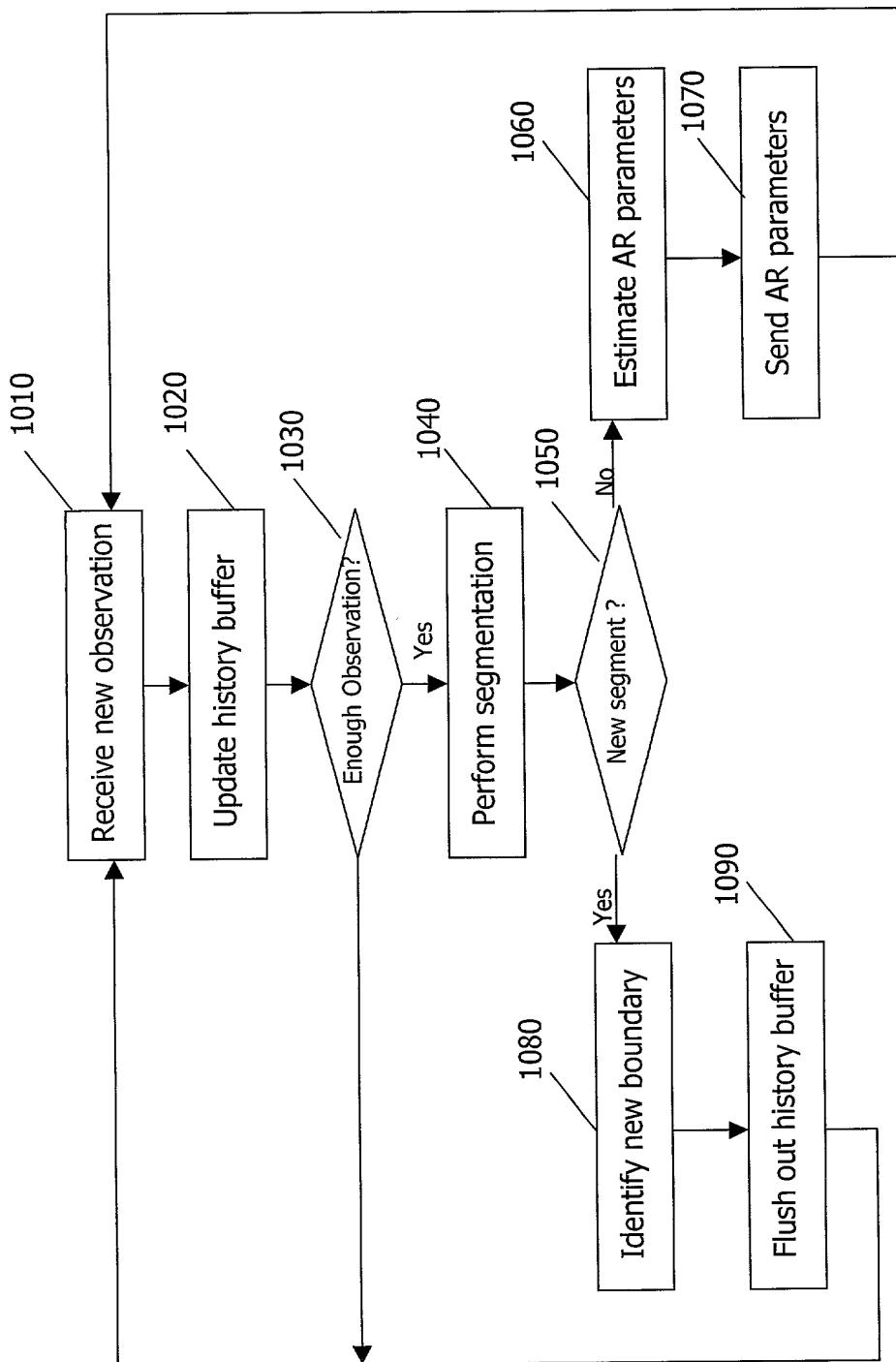
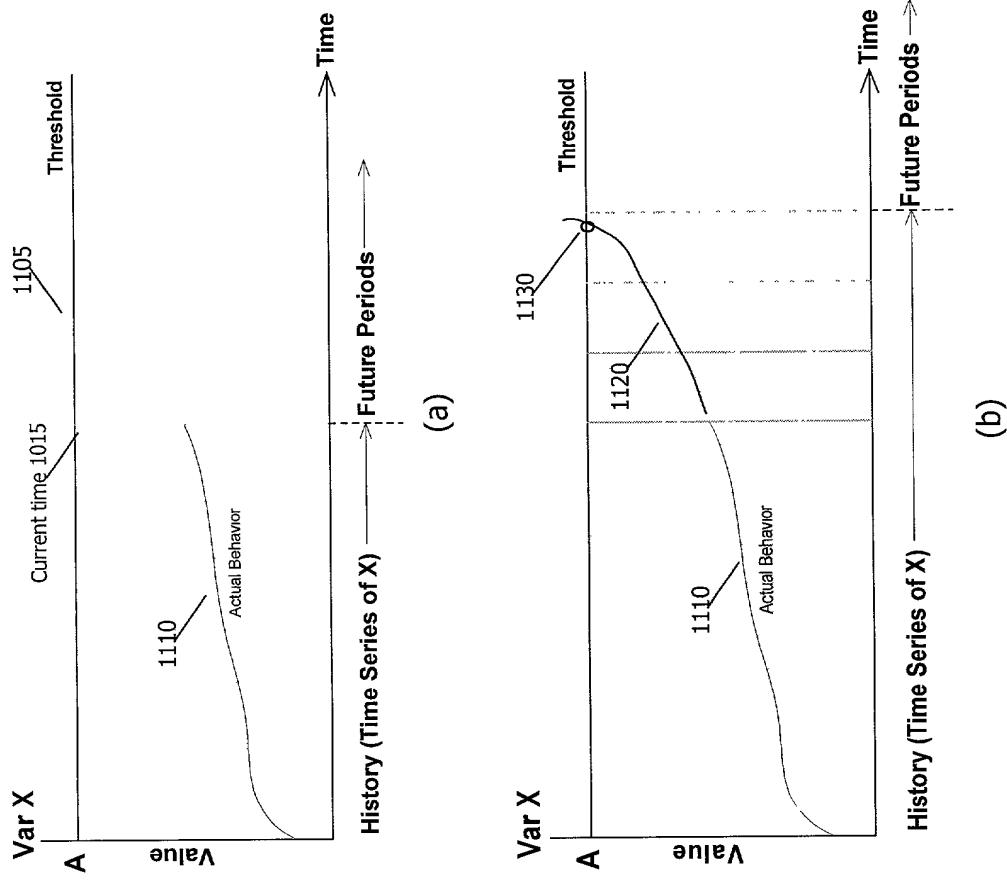


FIG. 11



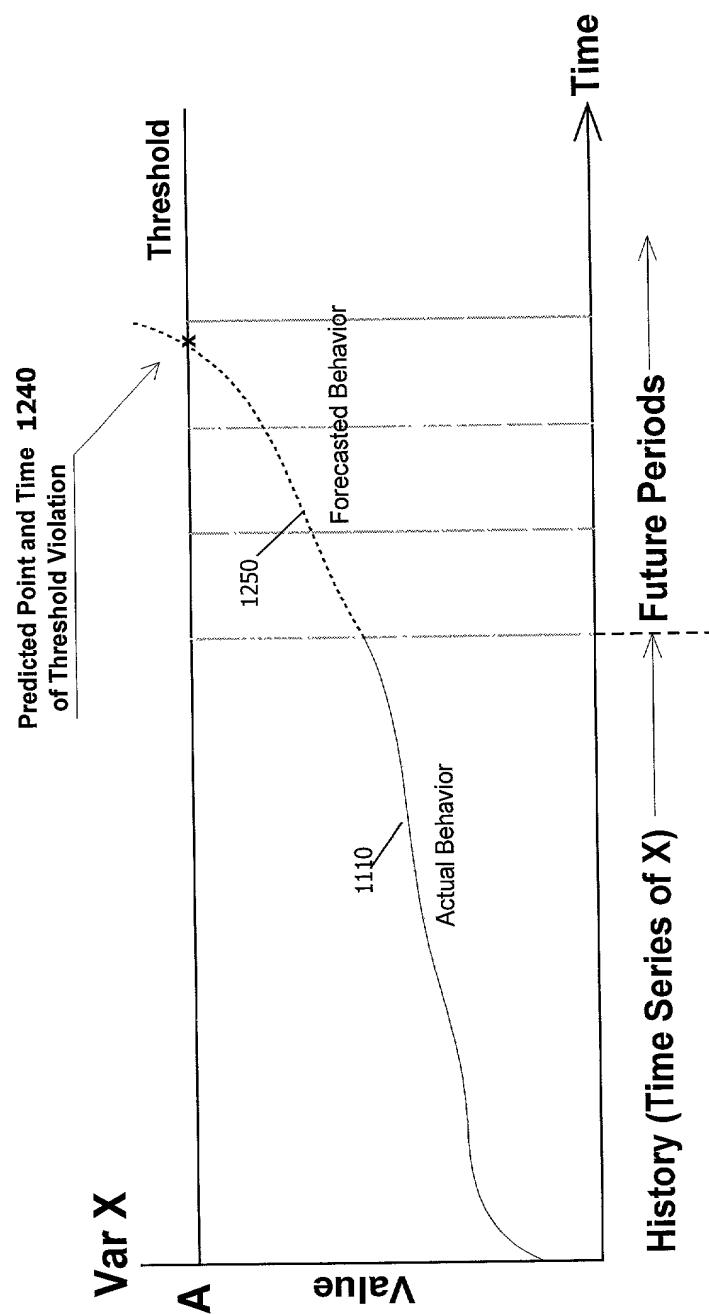


FIG. 12

FIG. 13

